

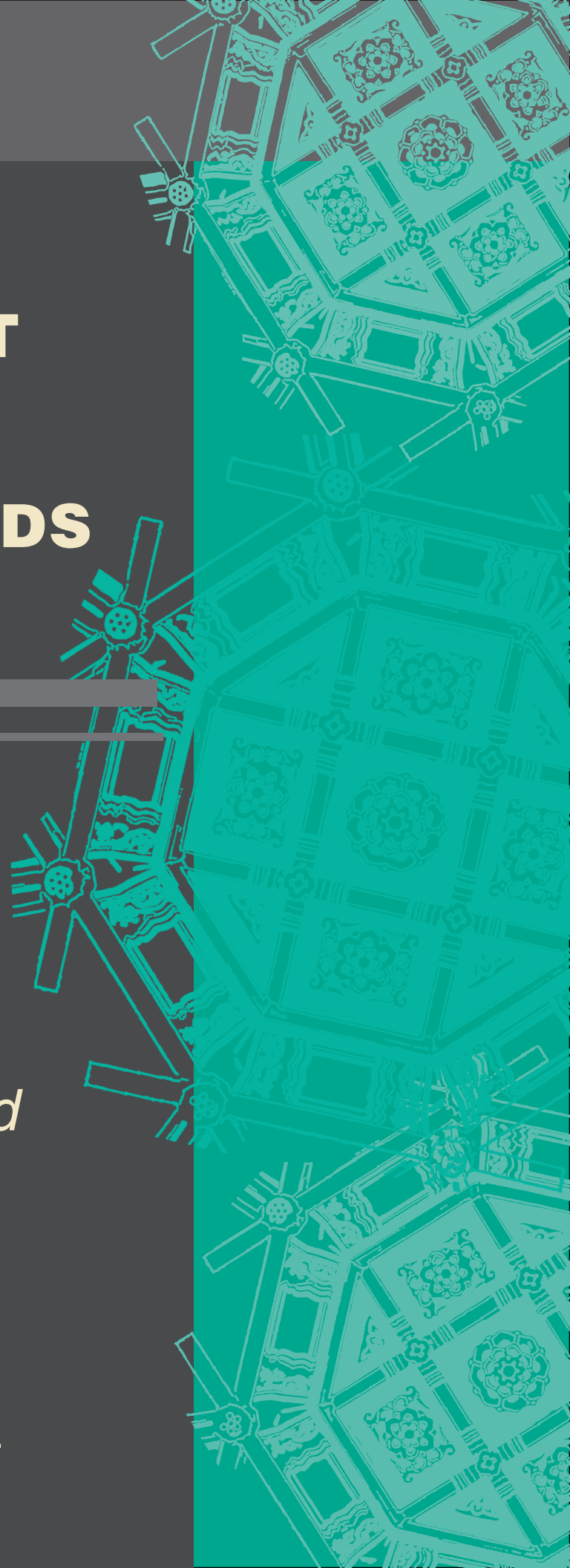


City of Seattle

DEPARTMENT of NEIGHBORHOODS

*Connecting
People,
Communities, and
Government*

2004 ANNUAL REPORT





ission Statement

The Department of Neighborhoods engages people in civic participation -- making government more accessible, fostering stronger communities, and preserving and enhancing the character of Seattle's neighborhoods for all.

We Value

A DIVERSE AND ENGAGED CITIZENRY.

A COMMUNITY'S VISION FOR ITSELF.

INNOVATION, TRYING OUT NEW IDEAS AND NEW WAYS OF DOING BUSINESS.

OUR POSITION OF TRUST AMONG SEATTLE'S COMMUNITIES AND THE MAYOR.

EDUCATED, INVOLVED, AND SELF-CONFIDENT YOUTH.

SUSTAINABLE COMMUNITIES.



Mayor's Message

Dear Neighbor,

Seattle is a city of great neighborhoods.

Whether you're from West Seattle, as I am, or Queen Anne, Beacon Hill, Maple Leaf or Mt. Baker, Seattle is full of neighborhoods where people know each other, work with one another, and play together.

Great things are happening in all parts of the city! Three years ago, we began by focusing on the basics—rebuilding confidence in the City. Since then, the City has moved from managing basic needs to investing in our future. I set priorities that reflect the city's values: keep Seattle moving, create jobs and opportunities for all, keep our neighborhoods safe, and build strong families and healthy communities.

The Seattle Department of Neighborhoods has been an important part of that. By providing services and programs throughout the city, they have touched the lives of thousands of citizens:

- The Families and Education Levy will help our children achieve in and outside of school;
- The Neighborhood Matching Fund (NMF) will continue to help groups of neighbors in a variety of ways, including through the Race and Social Justice Awards. These awards are designed to increase cultural awareness and racial understanding in all parts of the city;
- Our Language Line enables non-English speaking constituents to communicate their questions and concerns about City government; and
- The Citizen Service Bureau helps you solve problems with the City.

We look forward to continuing to invest in neighborhoods across the city, from Lake City to South Park.

Thank you for taking the time to learn more about the Department of Neighborhoods. If you have any questions about any of our programs, please contact DON at (206) 684-0464 or TDD (206) 733-9595.

Sincerely,

GREG NICKELS

Mayor of Seattle





Yvonne Sanchez, Director

Seattle Department of
Neighborhoods

Dear Neighbor,

It gives me great pleasure to present you with our 2004 Annual Report. There are many achievements to highlight!

Our role in Seattle's continuing progress in building strong and healthy communities continues to draw praise from other cities all over the world. By valuing resident participation and decision-making, offering opportunity for people to come together to create networks of cooperation and collective response, the Department of Neighborhoods lives up to its long legacy of connecting residents to their government and bringing government closer to the people.

Strong collaboration has resulted in 2004 outcomes we are proud of.

- Neighborhood Plan projects prioritized by Neighborhood Plan Stewardship Groups were successfully implemented.
- We saw a record number of applications to the Neighborhood Matching Fund.
- We made the City's first ever Race Relations and Social Justice Neighborhood Matching fund awards.
- Neighborhood Payment and Information Services helped more people than ever acquire passports at convenient and friendly neighborhood locations in seven of the City's thirteen Neighborhood Service Centers.
- Dedicated staff at the Citizens Service Bureau continued to handle ordinary problems and questions, and some difficult ones, about City services quickly and efficiently.
- We saw a record voter approval of the Families and Education Levy.

Each of the Department's divisions engaged multitudes of groups and individuals in every neighborhood in Seattle, bridging gaps between communities, bringing people together, and allowing a true spirit of collaboration to thrive where none existed before.

Our accomplishments reflect our dedication and our aim to show, not only what we have done in 2004, but how we will continue to serve the people of Seattle. We are always here to help others help themselves by connecting people, communities, and government. Enjoy our 2004 Annual Report!

YVONNE SANCHEZ

Director, Department of Neighborhoods



Neighborhood Programs

The Neighborhood Matching Fund

Neighborhood District Coordinators

Neighborhood Service Centers

P-Patch

Historic Preservation

Office for Education

Citizen Service Bureau

Financial Data '04



Neighborhood Matching Fund

The Neighborhood Matching Fund (NMF) helps communities help themselves. The Matching Fund allows people to organize their neighbors to address local issues and identify community driven solutions. The Department of Neighborhoods is an active partner in this innovative process.

In 2004 the Neighborhood Matching Fund received pledges of over \$4M in cash, materials, professional services, and volunteer time, of which \$780,357 was contributed. The Department of Neighborhoods matched these efforts with \$2,223,651 in funds. NMF also brought in a total of 11,337 volunteers contributing close to 50,000 hours of sweat equity.

In 2004, there were 24 Neighborhood Plan Projects, 14 were Small and Simple, and 10 were Large Project Fund, with a total of 224 neighborhood based projects led by the Department of Neighborhoods.

Small & Simple

There were 86 Small & Simple projects in 2004 that contributed \$1,334,667, and was matched by \$886,953 in Department funding.



Large Project Fund

In 2004, there were 18 Large Projects that pledged over \$2 million and were matched by \$957,506 in Department funding.

Race & Social Justice

2004 marked the second year where Small & Simple projects were funded through the Department of Neighborhoods. There were over 120 applicants in 2004, a record number in any category, with 48 projects funded, matching almost a half million dollars with \$660,480 from community groups.

Small Sparks

In 2004 there were 34 Small Sparks projects, community members contributed \$39,572 and Department of Neighborhoods matched \$13,420.



Tree Fund

The Tree Fund returned in '04 with great success. There were 38 tree projects with a total of 617 trees that went directly into our communities.



District Coordinators

The City's 13 Neighborhood District Coordinators play a vital role in helping residents throughout Seattle have a voice in the issues that affect their communities. The Coordinators work with neighborhood councils, local chambers of commerce, social service providers, and other stakeholders to make sure communities understand City policies and initiatives while ensuring government is responsive to neighborhood concerns. In 2004, Neighborhood District Coordinators helped advance the Mayor's priorities in a variety of ways. Here are a few examples:

- The Southeast District Coordinator worked extensively with other City departments and Sound Transit to insure that construction and development have a minimal impact on residents and small businesses.
- The North District Coordinator helped bring together dozens of community and business groups in the Northgate stakeholder process that resulted in ending a 10-year impasse on economic development of Northgate.
- Our Northeast District Coordinator helped facilitate a number of conversational events between Seattle Police and homeless youth ("Donut Dialogs") and U District businesses and homeless youth ("Coffee Conversations"). These conversations helped everyone who participated see another side to issues and see beyond the uniforms people wear, helping all involved foster a better sense of community.



- Every coordinator has organized a monthly neighborhood clean-up for the Mayor's "Clean and Green Seattle" initiative. These cleaned up over 30 illegal dumpsites and recycled more than 3000 pounds of waste in 2004.
- They also bring the Mayor out to specific neighborhoods once a month, so citizens can let him know how City services are functioning, and if there is anything the City can do to help.
- In 2004, Neighborhood District Coordinators also led the way in expanding civic participation by historically underrepresented groups.



Neighborhood Service Centers

Neighborhood Service Centers are also known as our “Little City Halls,” and truly connect people, communities, and government. There are 13 NSCs throughout Seattle, one for each Neighborhood District, and have been serving Seattle residents for over 30 years. NSC’s link City government to Seattle’s neighborhoods by providing the following services:

- Facilitate communications between citizens and their government
- Help community groups network
- Assist with neighborhood improvement efforts
- Make referrals to local human services
- Serve as staff to District Councils

[\[Click here to find the Neighborhood Service Center nearest you\]](#)

Neighborhood Payment and Information Services

Seven of the NSC’s contain Neighborhood Payment and Information Services (NPIS) and are an integral part of the Department of Neighborhoods goal of providing excellence in customer service. Located in seven of our Neighborhood Service Centers, this convenient service allows you to pay utility and cable bills, parking tickets, obtain pet licenses, and apply for passports.

2004 saw our biggest year yet in attracting customers who enjoy this old-fashioned approach to treating customers like friends. As the face of the city, our “little City Halls” are happy to serve you in your neighborhood.

[\[Click here to find the NPIS nearest you\]](#)

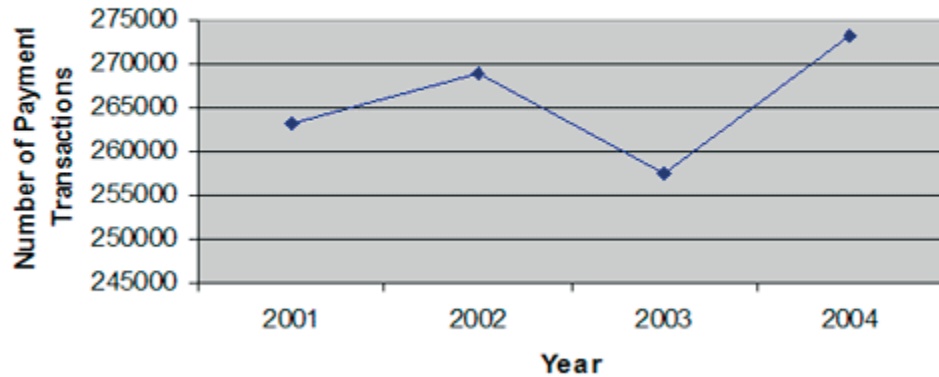


Neighborhood Payment and Information Services (NPIS)

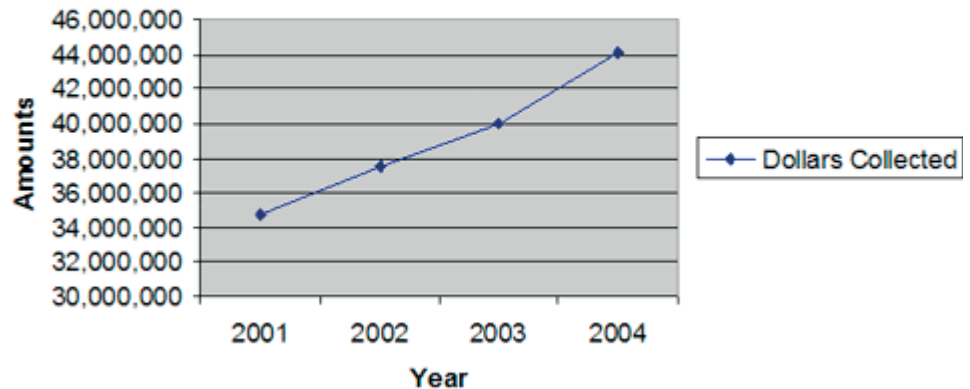
are an integral part of the Department of Neighborhoods goal of providing excellence in customer service. Located in many of our Neighborhood Service Centers, this convenient service allows you to pay utility and cable bills, parking tickets, obtain pet licenses, and apply for passports.

We're proud that this old-fashioned method of service delivery increases in popularity from year to year. It also keeps people from having to make the trip all the way downtown to do business with the City. As the face of the city, our "little City Halls" are happy to serve you in your neighborhood.

Neighborhood Payment and Information Services Annual Activity 2001 through 2004



Neighborhood Payment and Information Services Payment Collection Activity 2001 through 2004



NEIGHBORHOOD PAYMENT & INFORMATION SERVICES TRANSACTION TOTALS 2004

City Light	150,173
SPU	98,385
Pet Licenses	1,844
Magistrate Hearings.....	4,316
Municipal Court.....	2,375
Passports	10,666



- Patch

In 2004, we added four new sites, serving an additional 80 families to P-Patch.

- Angel Morgan at 42nd Ave. S/ S. Morgan
- Brandon Orchard (a communal orchard and sitting spot) at 47th Ave S / S Brandon
- Lincoln Park Annex at 7400 Fauntleroy Wy SW
- Oxbow at 6400 Corson Ave. SW

At 2004 year-end, the Department of Neighborhoods had 19 Cultivating Communities sites and 51 P-Patch sites. The two together involve almost 2000 plot holders, with approximately 6000 people directly served by this innovative program.

In the coming years, P-Patch will continue to build on outreach to minority communities, underserved areas, and further partnering with nearby elementary schools where children are able to see first hand.





Historic Preservation

Historic Preservation provides an essential service to our city. Citizens and groups are able to work with our professional and dedicated staff. Here are some of their big accomplishments in 2004.

- Reviewed and approved 315 Certificates of Approval for changes to individual landmarks and buildings in historic districts including the new construction in the Pike Place Market at the LaSalle Building/Creamery site for affordable housing.
- Approved 12 special tax valuation projects totaling more than \$42 million dollars in private re-investment in historic properties.
- Continued the survey and inventory efforts of historic resources in Seattle's neighborhoods and added information about the Queen Anne neighborhood to the database.
- Designated 12 new City landmarks including four fire stations, the Seattle Center House, the Kobe Bell and the Horiuchi Mural at the Seattle Center.

As Seattle moves forward, we can rely on Historic Preservation to work with our communities to preserve the great foundations of our past.

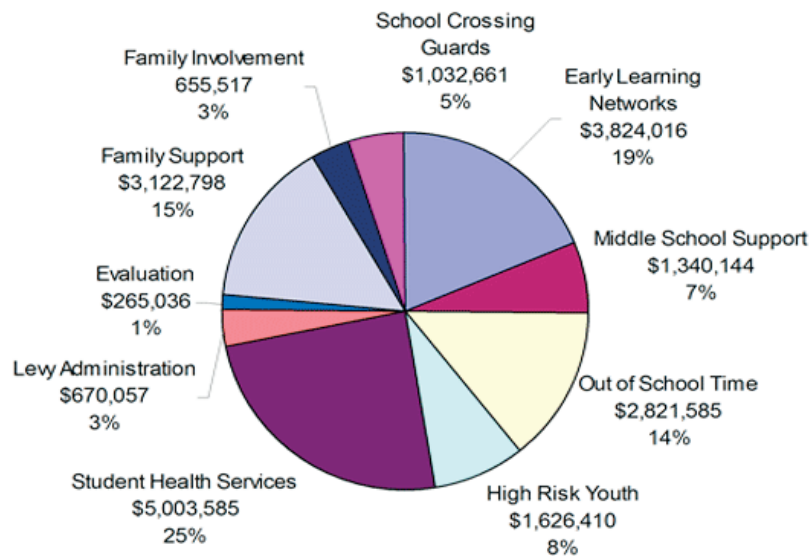


Office for Education

Voters approved an expanded Families and Education Levy in 2004. While the Levy continues to fund many of the programs instituted in past levies, there is a sharper focus on improving academic achievement and reducing the disproportionate rates in education funding and learning levels. Emphasis is placed on serving students and schools who have traditionally under-performed.

In the coming years, along with targeting academic results for students in all programs, the Office for Education will be able to utilize data in order to track results and to measure success. Trends in attendance, grade retention, disciplinary actions, discipline disproportionality and other factors directly influence academic performance and can give important mid-course information to program providers, so changes can be made and student performance improved.

**2004 Families and Education Levy
Expenditures by Investment Area
Total Funds and Percent of Total
2005 - 2006**





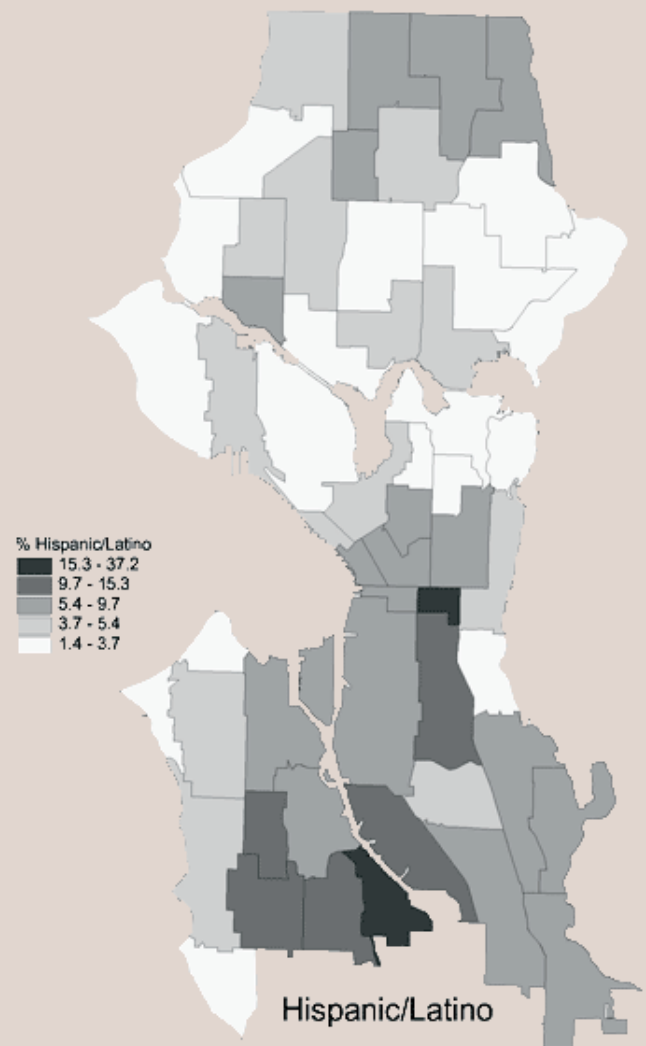
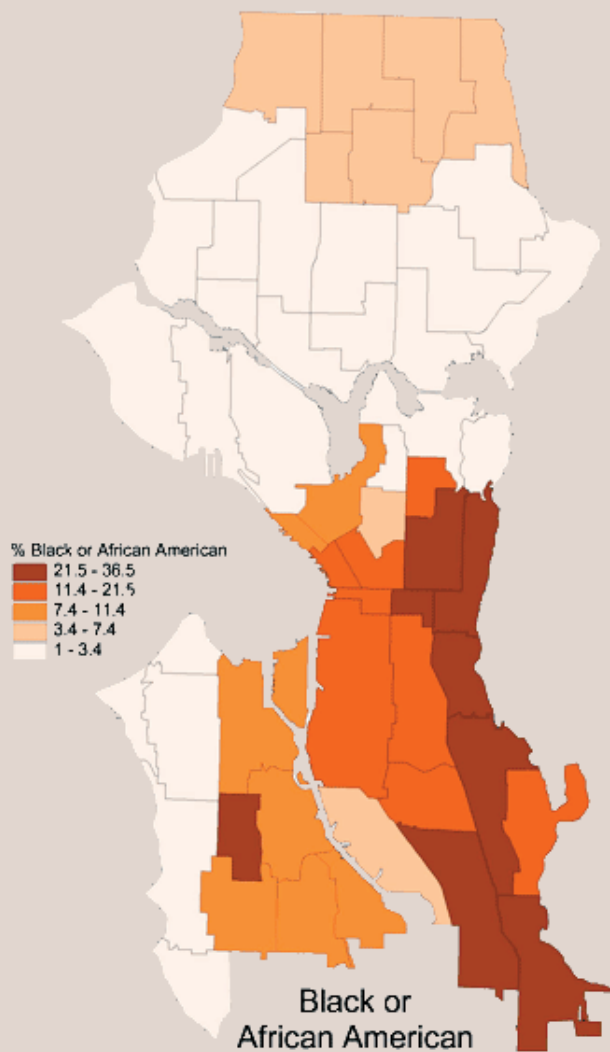
ata Analysis

In 2004, our Data Analysis Staff developed an innovative way for DON to determine where best to apply its resources. By showing distinguishing characteristics neighborhood by neighborhood based on census tracts, we are able to establish Community Reporting Areas (CRAs). These CRAs can provide valuable information for any City services and programs.

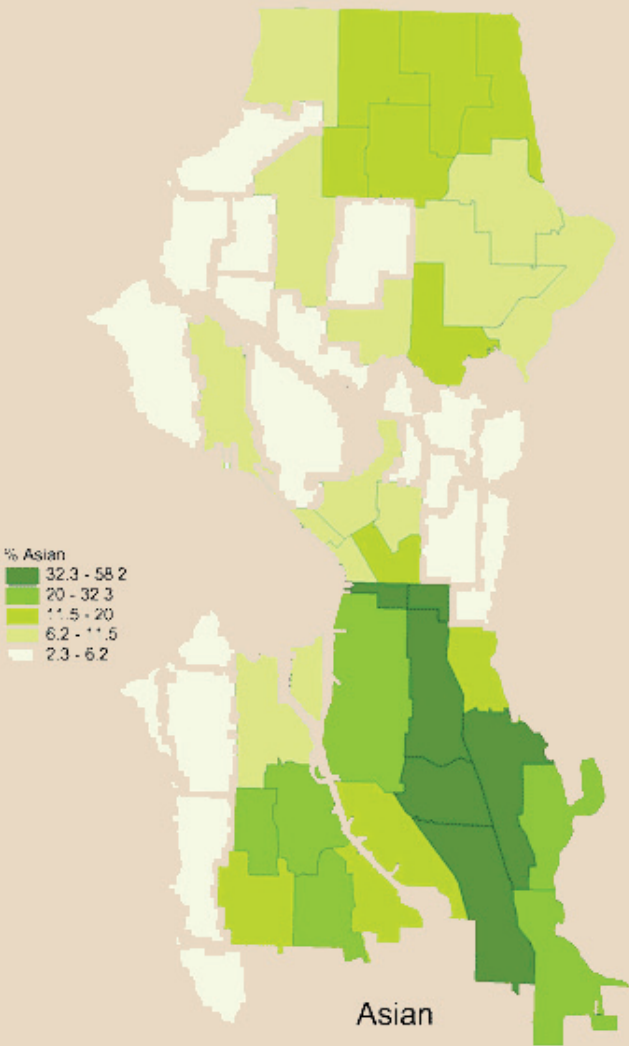
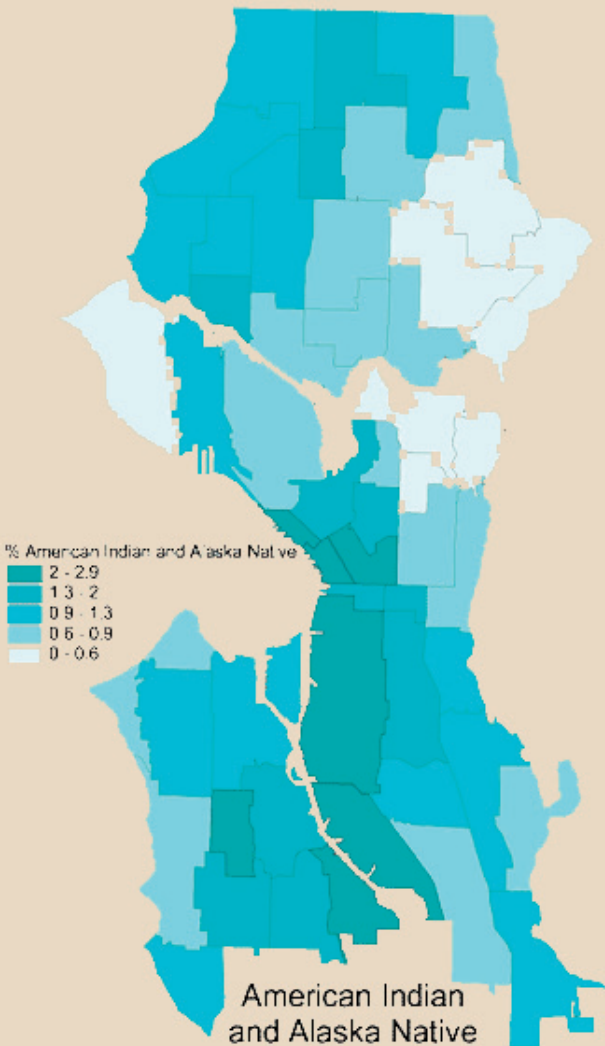
As an example, following are several maps of Seattle showing the various neighborhoods based on CRA data. We can see how the city has various concentrations of groups based on age, race, income and education. Already, other large cities such as New York and Chicago have been applying similar technology and getting great results.

Seattle has an ambitious agenda of growth, and the Department of Neighborhoods is a leader in providing the tools necessary for the City to better serve the public in the 21st century.

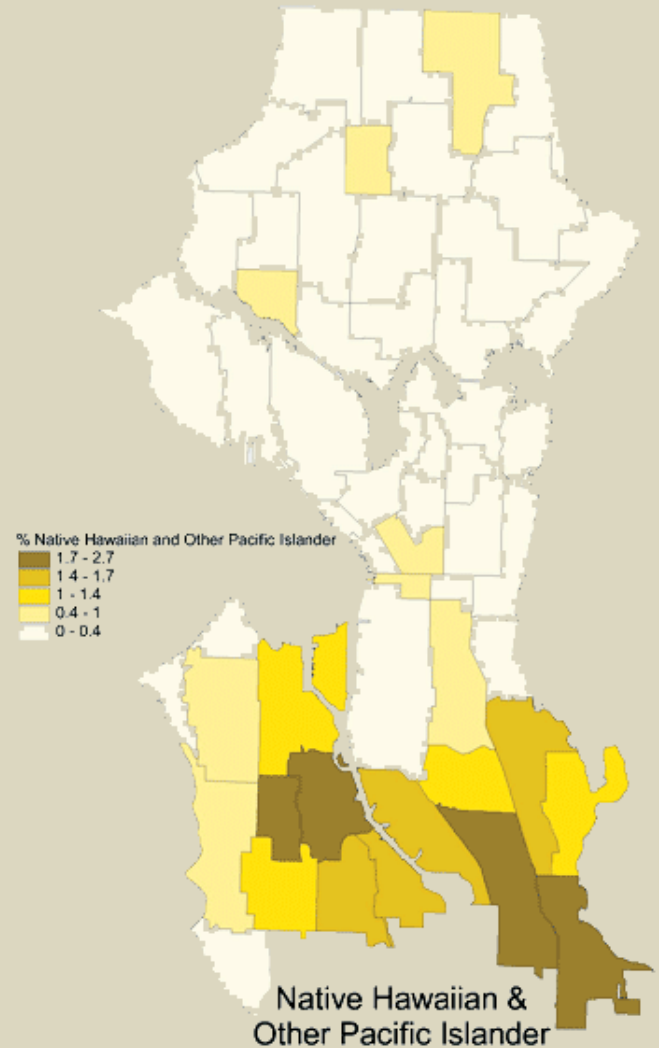
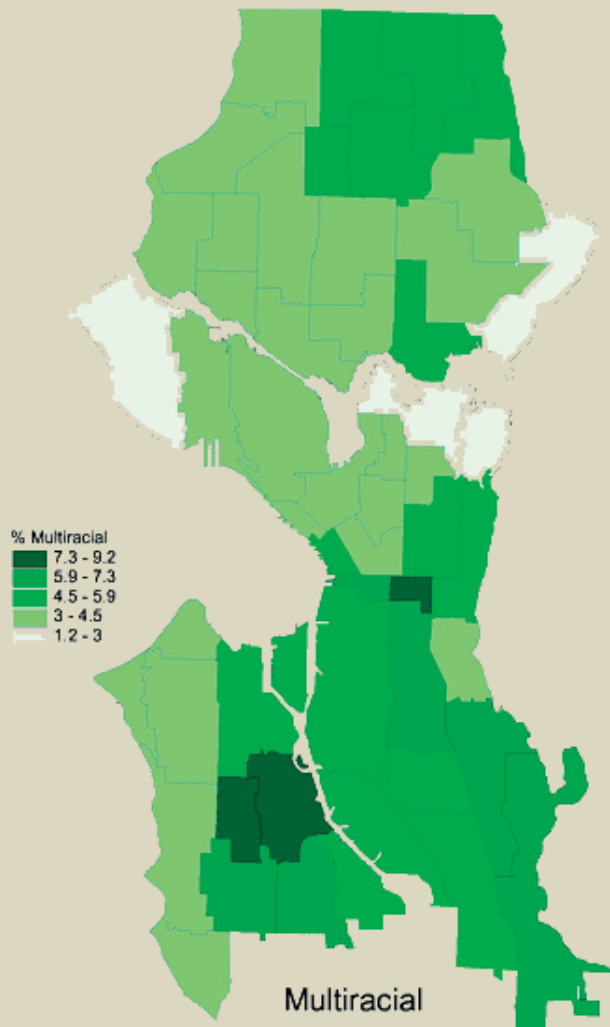
Community Reporting Areas & Demographics



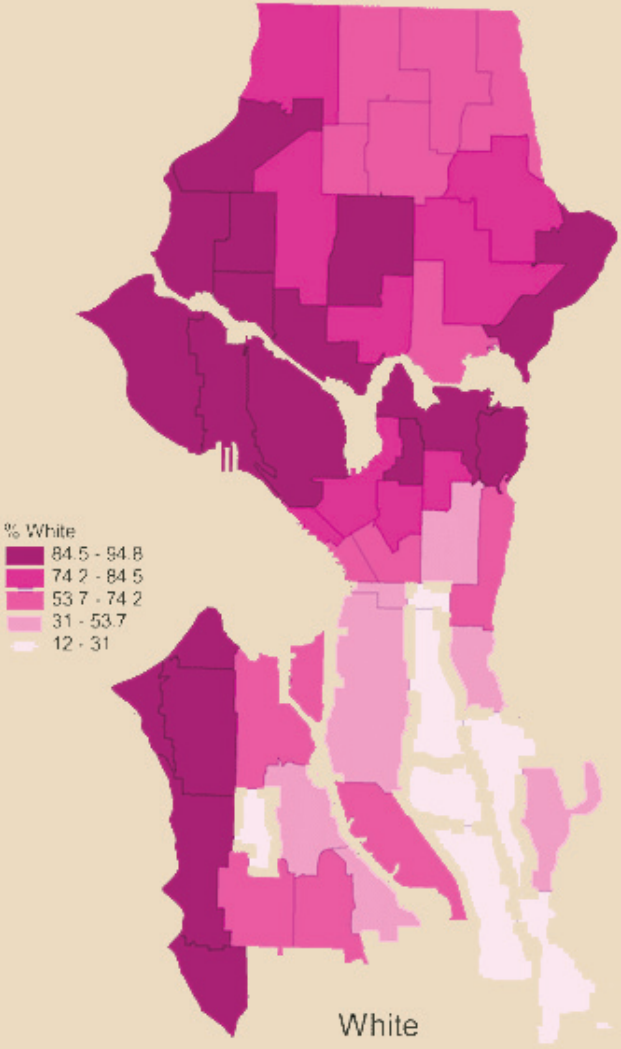
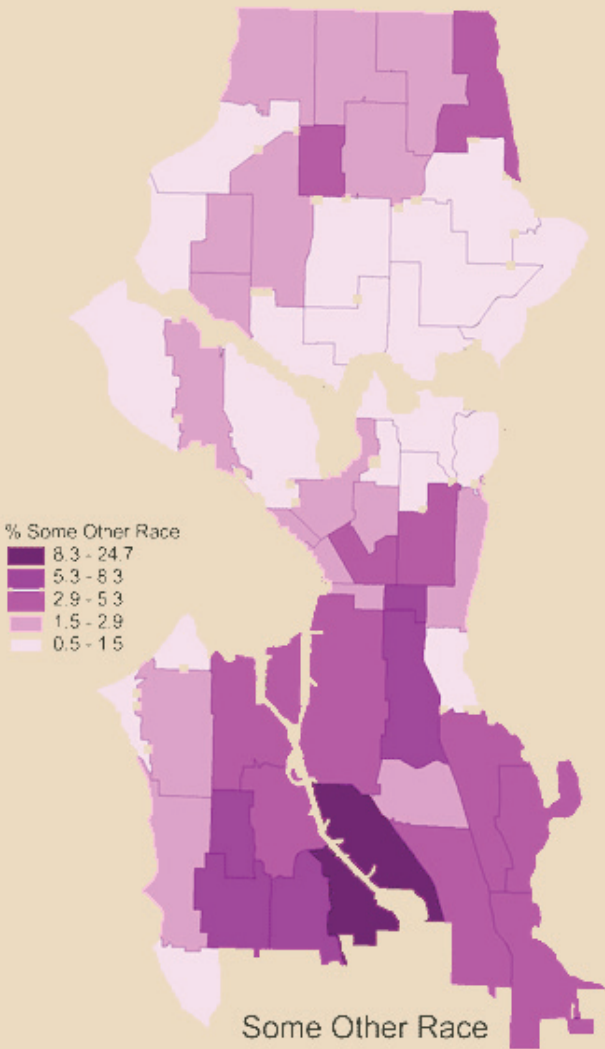
Community Reporting Areas & Demographics

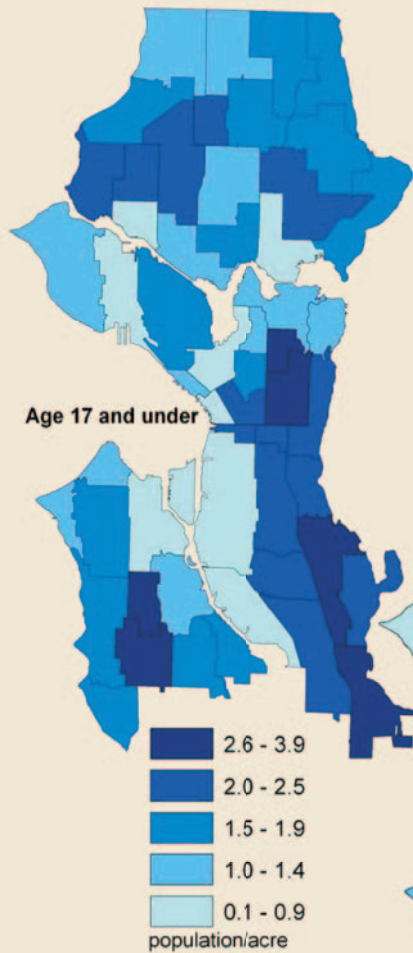


Community Reporting Areas & Demographics



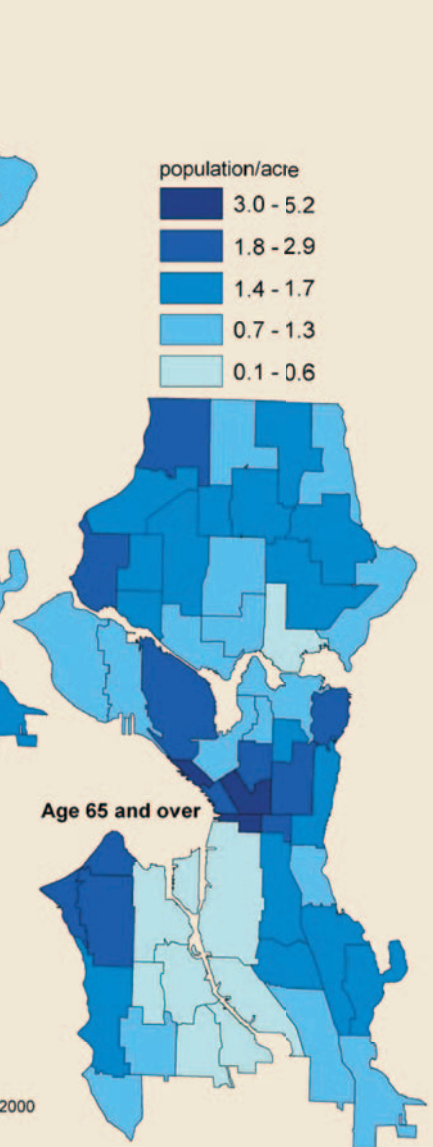
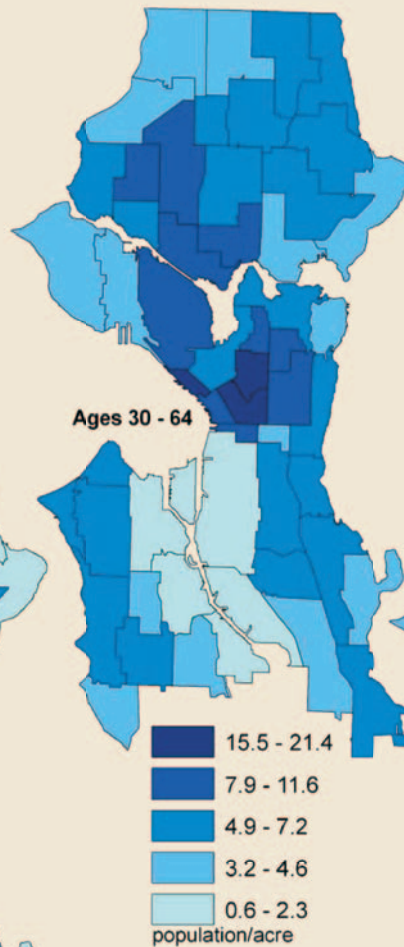
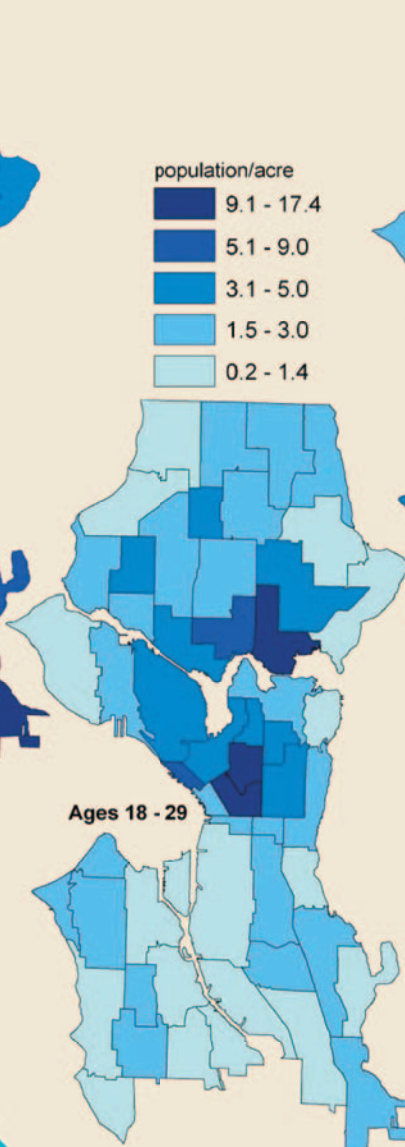
Community Reporting Areas & Demographics





Population Density by Age: Census 2000

City of Seattle
Department of Neighborhoods

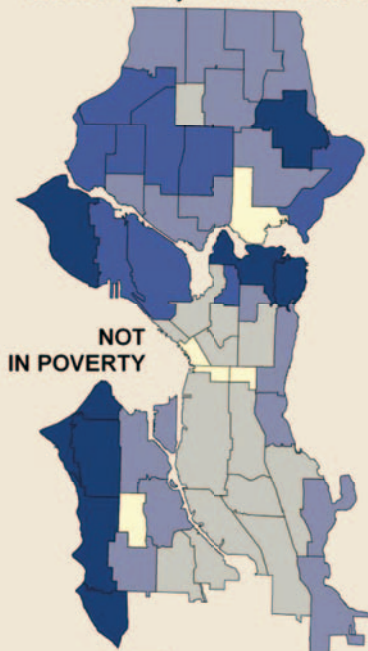


Notes:
1) Population data from the Census 2000
Summary File 1 (SF1) data release.
2) Data analyzed by community
reporting areas.

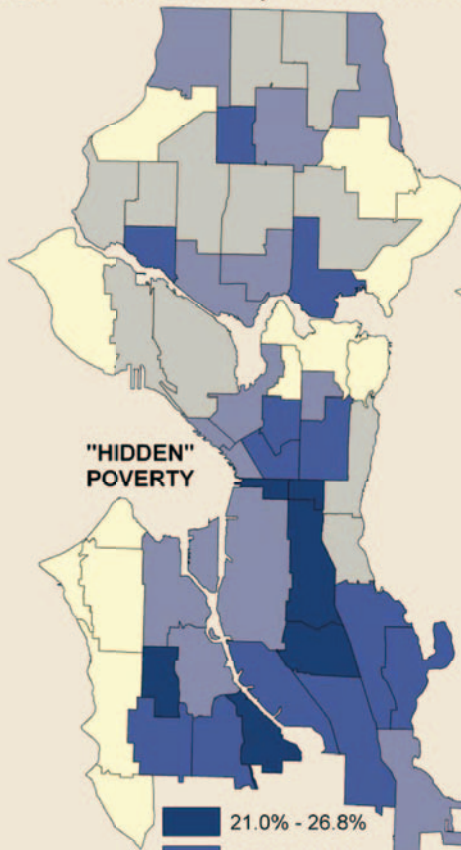
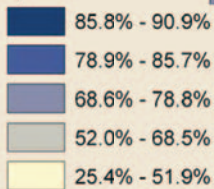
Income to Poverty Threshold: 200% or more

Income to Poverty Threshold: 100 - 199%

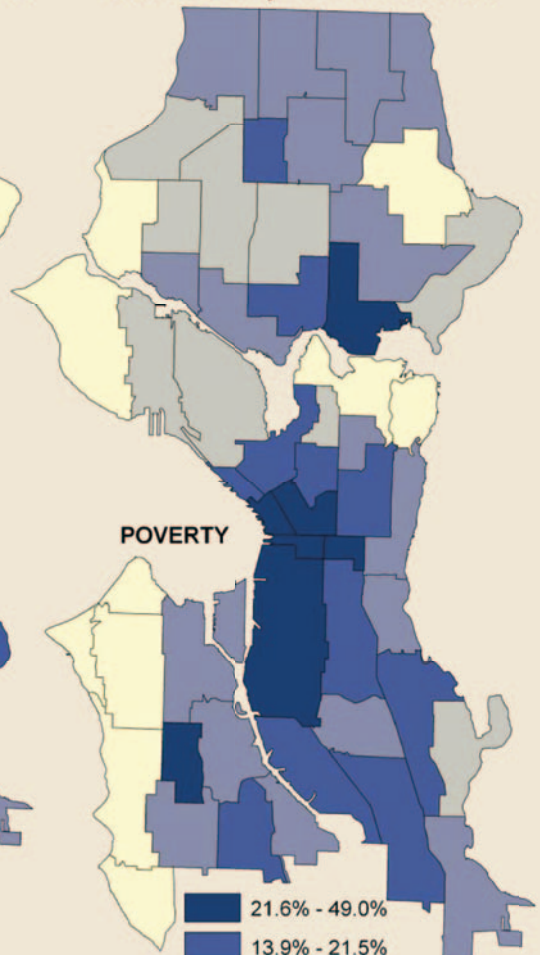
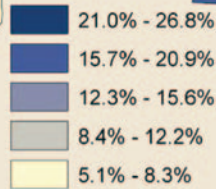
Income to Poverty Threshold: 99% or less



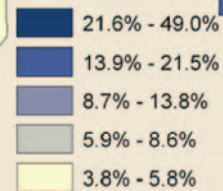
**NOT
IN POVERTY**



**"HIDDEN"
POVERTY**



POVERTY



Percentage of People by Poverty Status: Census 2000

City of Seattle
Department of Neighborhoods



Notes:

- 1) Poverty data from the Census 2000 Summary File 3 (SF3) data release (P88 tabulation).
- 2) Data analyzed by community reporting areas.



Citizens Service Bureau (CSB)

In 2004, CSB responded to 56,000 contacts received via phone, walk-in, letter, email, or on-line web form.

2004 Accomplishments:

- Under Mayor Nickel's Race and Social Justice initiative, CSB has made a concerted effort to reach more people in under-served communities, posting almost 100 flyers in eight different languages in targeted locations around the city, offering assistance to various ethnic and immigrant communities.
- CSB partnered with the Seattle Police Department's Office of Professional Accountability (OPA) to provide a forum for citizens to report concerns about police conduct.

What you can expect from CSB in the future:

- CSB will continue outreach to under-served communities. Staff will attend neighborhood and community events to enhance the accessibility of City government to disenfranchised communities.
- A nine-language brochure informing people of services and contact information is in its production stage.



Financial Data '04

2004 Expenditures by Fund Sources

General Fund	7,174,276.64	50.46%
Neighborhood Matching Fund	4,195,684.62	29.51%
OFE Family & Education Levy	2,204,304.75	15.50%
Community Development Block Grant	632,654.60	4.45%
Donations Fund	11,413.00	0.08%
Total	14,218,333.61	100%

